

Carolyn Thomas MS
Welsh Parliament
Cardiff Bay
Cardiff
CF99 1SN

Date: 04/11/2025

Ref: Petition P-06-1521

Dear Chair,

Petition P-06-1521: Give park home residents in Wales the right to a water meter

I write in response to your letter dated 22 October 2025, regarding Petition P-06-1521: Give park home residents in Wales the right to a water meter.

I am aware of the ongoing concerns relating to leakage at the site in Flintshire. The site is served by a single water supply (connection to the public water main). Welsh Water's statutory responsibility for the maintenance of the water network ends at the point where its infrastructure communicates with the privately owned pipework (the private network typically being referred to as a supply pipe), in this case at the location of the water meter measuring consumption at the site. All infrastructure beyond this point is privately owned and managed by the site operator.

We were alerted to increased consumption at the site and satisfied ourselves that it was occurring on the private part of the supply network. Welsh Water has power to require a supply's consumer(s) to resolve leakage. In this case, due to the scale and suspected location of the leakage, we engaged directly with the site operator as the bill payer, rather than individual residents, and made it clear that it must be resolved. There has subsequently been substantial engagement with the operator, seeking a resolution and progress updates, and we have supported with advice and guidance. I understand that the site operator has undertaken significant remedial work and an update provided on 3rd November 2025 by the site operator advises that in their view all leakage repair work is completed, we are currently in the process of undertaking internal checks to verify this, we have reviewed consumption, and we can see that this has dropped.

We have been contacted by residents of the site requesting that we install individual water meters at their respective park homes. Whilst I am sympathetic to the residents' situation, we have not installed individual meters. Generally, water meters are fitted on individual connections to the public water main and this makes responsibility for maintenance (e.g., the resolution of leakage) and consumption (payment of charges) clear. As this site is served by a single supply pipe, supplying multiple premises, retrofitting individual meters would require

extensive and costly infrastructure upgrades and consent to work on private land. The installation of sub-meters on the existing private supply network may not resolve the residents' concerns because all connected homeowners/occupiers would share responsibility for its maintenance and repair and may be required to resolve it as the consumer(s). These works would also involve private pipework, not owned by Welsh Water.

I appreciate the concerns raised in the petition. However, there is a limit to the extent to which we can intervene where residents have concerns arising from their relationship with a landlord or landowner and in circumstances where current statutory responsibility for the payment of charges and resolution of leakage is generally clear.

Yours sincerely,



Kit Wilson
Director for Customer and Developer Services



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